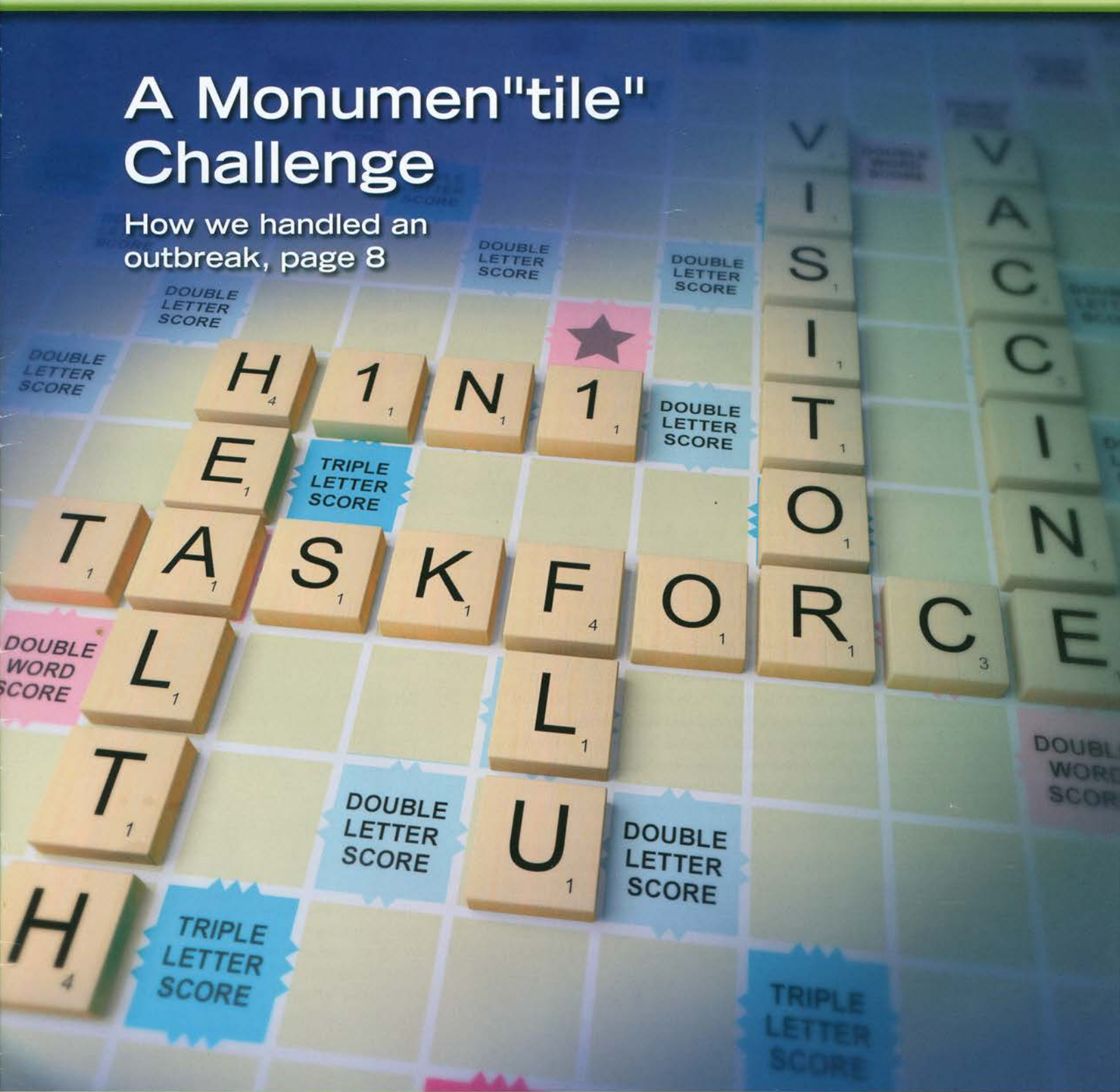


FEBRUARY 2010

CheckUP

A Monumen"tile" Challenge

How we handled an outbreak, page 8



Let's Celebrate

As we achieve even higher-quality care, we must celebrate our successes



We all are moving full steam ahead, working harder than ever to ensure we offer our patients the high-quality care they deserve. Here's something else we should be doing: celebrating our successes. Sometimes we get so caught up in our daily work, we forget to stop and savor our accomplishments.

As a health network, we're making a concerted effort to stand up and take notice of you, our dedicated, passionate colleagues. When I say stand up, I mean it. Just ask our monthly Service Star winners, who receive a standing ovation at our monthly department head meetings. Learn about our latest Service Star, emergency department nurse Maureen Peters, R.N., on page 15.

Not all of us can get a live standing ovation, but the beauty of hard work is that it brings results you can feel good about. For example, many of you played vital roles during our response to H1N1 influenza in our community. Our incident command team did a fabulous job. Check out the aggressive timeline and how our colleagues handled it with ease and professionalism on page 8. Now that's something to feel good about.

While we were busy responding to H1N1 and seasonal influenza, our colleagues continued the quest to implement the Patient-Centered Experience (PCE) 2016 initiative. A good example: the discharge appointments that are being made for patients at Lehigh Valley Hospital–Muhlenberg. See how they're doing it on page 10. Many of you also are working on System for Partners in Performance Improvement (SPPI) projects, striving to make our processes more efficient. We'll continue our SPPI focus in the New Year, and I encourage you to embrace A3 Thinking.

I know each and every one of you is working hard as we try to provide the highest-quality care in a lean, productive environment. As we move forward and these concepts become ingrained in our culture, we'll have even more to celebrate. We should work hard and celebrate hard. We've done it very well in the past, and we'll repeat that in the future, providing us with plenty to celebrate for years to come!

*Terry Capuano, R.N.
Chief Operating Officer*

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A Message From Stuart Paxton

Dear Colleagues:

My last couple of weeks as chief operating officer was a whirlwind of activity—ranging from wrapping up several projects to overseeing my final department head meeting. During that time, I received best wishes and good luck offerings from a number of you in a variety of ways. To say the least, I was overwhelmed. So, thank you for making those last several days so meaningful and memorable for me and my family.

I will definitely see you around the Valley.

Warm regards,
Stuart Paxton



Mission memories—The photos urologist Jonathan Bingham, M.D., took home from his humanitarian trip to the West Bank will remind him of the many children he helped and the great opportunities we have as Americans.

He Heals Children Overseas

Jonathan Bingham's passion for urology helps the disadvantaged

Approaching a border checkpoint manned by armed guards isn't business as usual for urologist Jonathan Bingham, M.D. Yet it's a small price to pay in the name of helping children in need.

At the invitation of an old medical school friend, Bingham recently teamed with a charitable group called the Palestine Children's Relief Fund for a humanitarian trip to the West Bank city of Nablus. Our health network provided supplies such as patient gowns, gloves and sutures, and donated the use of surgical tools such as retractors.

"I stuffed everything into one large, rolling suitcase," says Bingham, who could only fit two changes of clothes into the bag for the eight-day mission. At the border crossing with Israel, a sentry asked him to open the bag. "Here were all these interesting steel surgical instruments," Bingham says. "The guard said, 'What's this?' I found myself talking urologic procedures with a soldier."

With papers in order, Bingham cleared the border with nothing confiscated. Soon he entered a densely populated area filled with people who didn't have access to adequate medical care. "I screened 55 children and scheduled 40 for surgery," Bingham says. Most had urine backup problems that can lead to infection and destroy the kidneys. "In our country, these common problems are usually caught and repaired very early in life," he says. "Over there, children just lived with their conditions—and sometimes died from them."

The ability to impact lives fuels Bingham's passion for urology. He first discovered he loved surgery during his training at Columbia University, where he learned how urology is uniquely compassionate. "Problems are often very personal, so people hesitate to see a urologist unless they really need help," he says. "Patients open up and quickly cut through superficial issues. That demands a high degree of trust, and those relationships are a special privilege."

The relationships Bingham forges with patients—both in our health network and overseas—helps people live a normal life. "The trip to Nablus was exhausting but very gratifying," Bingham says. "We're born with great opportunities in the United States, and I feel we should give back."

—Richard Laliberte



A Time to Remember

Reflections of our colleagues who
passed away in 2009

*Each year, we pause to honor our departed colleagues.
This year, we pay tribute to the memories of 11 colleagues
who are dearly missed.*



They Called Her Their 'Care Bear'

Keri Suchy's laugh was infectious, her energy contagious. "She was larger than life," says breast health services director Nadesda Mack, R.N. Suchy died two days after her 50th birthday, five months after being diagnosed with a glioblastoma brain tumor. She left a void felt by all. Breast health services received sympathy cards from cancer survivors who have scarves Suchy had knitted for them. "It's one of the many reasons why we called her our 'Care Bear,'" Mack says.

A Grandfather to Younger Colleagues

Gayle Williams loved being around people. That's why the retired vice president of a New York Stock Exchange trading company joined our health network as a patient transporter in 2008. "He was like a grandfather to our younger colleagues," says patient transport supervisor Bill Sisolak. "When they had problems, he would let them vent and give them advice. He also encouraged colleagues who were students to finish school."



She Helped Patients Through the Night

Born in India, Kunjuthresiamma "Tess" Valliyil, R.N., graduated from the West Germany School of Nursing. For the past 24 years, open-heart unit (OHU) colleagues counted on her to care for critically ill patients during night shift. "When morning arrived, Tess would always be there with a smile and a laugh," says OHU director Cindy Meeker, R.N. "It was comforting to know the unit was covered with skill and love all night long."

M A N A G I N G A N

A step-by-step look at how we successfully handled H1N1

From newspapers to Twitter, the H1N1 virus ("swine flu") captured headlines and gripped the nation late last year. President Barack Obama announced a national state of emergency last October due to the spread of the virus. How would our health network be able to handle such a crisis?

"We worked with local and state health agencies and constantly updated our colleagues and community," says infection control director Terry Burger, R.N. "Thanks to the work of our emergency preparedness teams and cooperation from local agencies, we were well prepared to take on H1N1."

Here's how it all happened:

Pre-planning.

In anticipation of a potential pandemic, our health network developed a preparedness plan and surge capacity policy. Colleagues participated in pandemic drills. We also stockpiled quantities of surgical masks and respirators, hand sanitizer and antiviral medication (Tamiflu).

March – It's coming.

The World Health Organization speculates that H1N1 will arrive in the United States soon. Our health network's office of emergency management hosts a regional conference call to begin early planning for a potential epidemic in the fall.

Aug. 5 and 8 – H1N1 in the U.S.

As nearby states report H1N1 cases, "NBC Nightly News" selects our health network as an example of a hospital that's ready to combat the virus. Their report features Burger, emergency management director Mike Wargo, R.N., and infectious disease specialist Luther Rhodes, M.D. Burger also visits the "Today" show to discuss flu prevention techniques. Simultaneously, all colleagues are notified about H1N1, and informational manuals on H1N1 diagnosis and treatment are distributed.

Oct. 7 – ILI cases increase threefold.

We treat more than 150 cases in one week and use standard precautions, assuming all ILIs are H1N1. The taskforce begins deploying our supply of masks and Tamiflu to provide safe, appropriate care.

Sept. 11 – Taskforce created.

Our health network begins seeing an uptick in influenza-like illness (ILI) cases. A 50-member, network-wide taskforce—headed by (l-r) senior vice president Jim Geiger, pediatrics vice chair Michael Consuelos, M.D., Wargo, Burger and media relations director Brian Downs—sets goals and priorities: to protect and educate our colleagues and their families, to maintain regular health network operations, and to treat and prevent all suspected ILI cases. Among the team's first triumphs: securing more masks and Tamiflu.



O U T B R E A K

Oct. 18 – Vaccine arrives.

As we treat 400 additional ILI cases, the taskforce develops a distribution plan for the first shipment of vaccine. Vaccinations to high-risk groups (pregnant women, children at high-risk and health care workers with direct patient contact) begin three days later.



Oct. 23 – Incident command system implemented.

This team of 12 colleagues, led by Consuelos and including chief medical officer Ron Swinfard, M.D., allows us to maintain our health network's operations and quickly respond to any and all H1N1 needs as cases of ILI continue to increase.

Oct. 24 – New visitation guidelines released.

As President Obama announces the national state of emergency, we partner with other local hospitals and prohibit people under age 18 to visit patients. "It was the right decision to protect our patients and community," Consuelos says.

Oct. 22 – Surge capacity tent erected.

To handle the nearly 700 ILI cases seen this week, we set up our inflatable surge capacity hospital at Lehigh Valley Hospital–Muhlenberg. This allows us to care for all and isolate ILI patients to control the spread of ILI.



Oct. 27 – Influenza screening centers prepared.

Screening centers at the Healthy You Fitness Center and Center for Healthy Aging are set up in addition to the mobile surge tent. The Center for Healthy Aging is utilized when ILI cases increase at Lehigh Valley Hospital–17th Street.

Nov. 23 – Visitor restrictions lifted.

The incident command team disbands, and a smaller incident management team focuses on supporting community and school vaccination clinics. Community H1N1 vaccination continues into January 2010.

Nov. 16 – Screening centers close.

The incident command team closes these centers as we see very few ILI cases.

Today – We remain ever-vigilant against H1N1.

If and when more cases are seen, we will be ready. "Seasonal influenza also has been identified in the Lehigh Valley," Burger says. "It's important to get vaccinated against both H1N1 and seasonal flu to protect yourself, your family and our patients."

—Matthew Burns

'I'll Make Your Next Doctor's Appointment'

It's only a mouse click, but patients appreciate our extra effort at discharge



Use the PCE Toolkit

Visit the intranet (lvh.com) and click on the banner ad to find materials that will enhance your knowledge of patient- and family-centered care.

When a waitress warms your coffee without you asking, you appreciate the good service. Although she doesn't have to, she fills your mug so you enjoy your meal and tell others about the restaurant's quality. It's good customer service.

It's similar to a service offered at Lehigh Valley Hospital–Muhlenberg. When patients are discharged from a medical-surgical unit, we're making their next doctor's appointment electronically if they're a patient of Muhlenberg Primary Care. "It expedites the discharge process and is one less thing patients have to do at home," says 6T director Beth Kessler, R.N.

Making an electronic appointment at discharge sounds easy, but colleagues who worked on this Patient-Centered Experience (PCE) project faced challenges. For colleagues at Muhlenberg Primary Care, our largest internal and family medicine practice, the greatest hurdle was giving outsiders access to their electronic scheduling system.

"Our system is very complex," says practice manager Pat Chromczak. "I thought our schedule would be filled with errors if other people had access to our system." Knowing the end result would be more satisfied patients, the team persevered and found a solution. "The process was painless," Chromczak says. "Now there's a level of trust among us, and the system works beautifully."

Here's how it works. Every week, Muhlenberg Primary Care holds up to eight appointment times for discharged patients. When administrative partners log into the system to make an appointment, they only can view and alter these eight time slots. Appointments that are unfilled five days beforehand are made available to other Muhlenberg Primary Care patients.

Appointments currently are made at the bedside, where patients are asked which appointment best fits their schedule. However, if data shows patients aren't keeping their appointments, we may begin scheduling without

Scheduled with a smile—Christine Reichard (far right), administrative partner on Lehigh Valley Hospital–Muhlenberg's 6T, electronically makes a follow-up doctor's appointment for Karla Smith of Coaldale. It's one less phone call receptionist Sherry Israel (above) has to take at Muhlenberg Primary Care, our largest practice, which answers 400 calls daily.



Sweet Home LVHN

An Alabama connection with Lynn Grischott, R.N., leaves a lasting impression for a family

patient input. "With this approach, patients may view follow-up appointments as something they have to do versus something we suggest they do," Kessler says.

Follow-up appointments may be more important than patients realize. Another PCE team is studying whether or not they prevent patients from being hospitalized again. Although data isn't yet available, it's certain that patients appreciate our extra effort at discharge. That's why we're setting up similar systems at Lehigh Valley Hospital-Cedar Crest and other Lehigh Valley Physician Group practices. Like a hot cup o' joe to a restaurant guest, discharge e-appointments are one way we're making a patient's hospital experience the best it can be.

—Rick Martuscelli



It was a normal November day 10 years ago for former local morning radio personality Dave James (*Dave and Diane in the Morning*)...until the phone rang. On the other end—and on the air—was his wife, Tammy, with a question: "Are you ready to be a daddy?"

Tammy was ready to give birth to the couple's first child, and Dave rushed home to meet her. Soon his joy turned to concern; Tammy could deliver at any time. The couple rushed to Lehigh Valley Hospital—17th Street, at the time a short distance from their apartment and home to our labor-and-delivery unit.

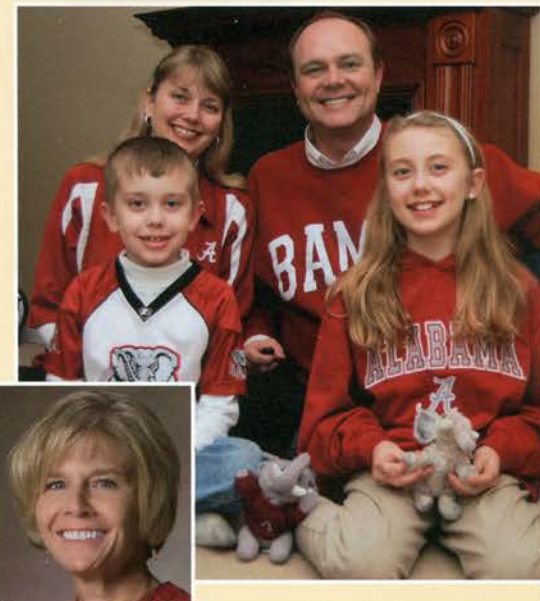
As they left their car and camcorder behind, Dave helped Tammy—who could barely walk through her painful contractions—into a wheelchair and frantically walked alongside her to the unit. He then said a prayer: "Please give me a little sign that everything will be OK."

Moments later, Lynn Grischott, R.N., beckoned. As they approached, Dave noticed a University of Alabama barrette in her hair. "That was the sign that put me at ease," says Dave, a University of Alabama-Birmingham graduate and a diehard Alabama football fan.

Within two hours, and with Grischott's guidance, Dave and Tammy welcomed daughter Skyler into the world. "Lynn demonstrated the perfect combination of firmness and kindness that day," Dave says. "It made a world of difference."

Making such miracles happen is something Grischott and her labor-and-delivery colleagues do daily. "It's

a privilege to be with people having their babies because you truly connect, and they put their trust in you," says Grischott, a nurse for 28 years. She too is an Alabama football fan, having visited relatives and attended games for nearly 30 years. "Crossing paths with another Alabama fan in Pennsylvania is a small miracle of its own," she says.



Recently, as Alabama wrapped up the national football championship, Grischott and the Jameses planned to reunite. "Labor-and-delivery nurses are in your lives for a short time, but they make such an impact," says Dave James, now a host on QVC. "The way Lynn helped Tammy to do everything she needed to do in the best interest of my wife's and child's health is something I'll never forget."

—Paula Rasich

BE AN ADVOCATE



See Our Telly Award-Winning Video!

"A Journey of Passion," the video featured at the 2008 Employee Forums, received a Telly Award, one of the most sought-after honors for video and film production. Our video, which features colleagues describing our passion for better medicine, received a Bronze Telly in the non-broadcast, employee communications category. You can show the video to family and friends to help them understand our drive to provide the best possible care. To see it, visit lvhn.org/passion.

The video produced for the 2009 Employee Forums also is online. Entitled "Transforming Health Care," it shows how we're doing just that to improve the overall well-being of people throughout the area. The video also introduces you to health network colleagues and patients whose lives have been transformed by our care. See it at lvhn.org/transform.

She's an Advocate

Megan Allen's stepfather, Harry Lawton, lives more than 50 miles away in King of Prussia. Even though other hospitals are closer, she recommended he come here for knee replacement surgery. "I told him it would be worth the drive because we provide top-notch care," says Allen, Lehigh Valley Physician Group's emergency department coding manager. Lawton had a successful operation, then returned years later for a hip replacement. Today he's doing well. Lawton's neighbor had joint replacement surgery at a hospital closer to home. He's had infections, hospitalizations and pain ever since. "When my mom mentions him," Allen says, "she says they're glad they chose Lehigh Valley Health Network."

Are you an advocate for our health network? If so, call 610-402-3175 or e-mail Richard.Martuscelli@lvh.com and share your story in *CheckUp*.



Guide to Our Care

LVPG

Lehigh Valley Physician Group (LVPG) has several practices at The Upper Bucks Health and Diagnostic Center, conveniently located on Route 309 in Quakertown. They are Neurosurgical Associates, Lehigh Valley Center for Urogynecology and Continence Management, LVPG Diabetes and Endocrinology Associates, and pediatric neurologists from Pediatric Specialists of the Lehigh Valley.

Neurosurgery

During brain tumor surgery, speech function is monitored through a procedure called awake craniotomy. With the patient awake and talking, speech areas are mapped using small electrodes. This allows physicians to create a map of the brain that helps them identify and avoid regions that control speech and comprehension during surgery. Watch a video of neurosurgeon Mark Li, M.D., explaining the procedure at lvhn.org.

Cancer Care

Do you know a 40-year-old woman who is uncertain of whether she needs a mammogram because of recent news headlines? Current American Cancer Society guidelines still call for women to start receiving annual screening mammograms at age 40. Our physicians support those guidelines and encourage all women to get their first mammogram at 40. Read radiologist Kenneth Harris, M.D.'s take on the new guidelines at lvhn.org.



The Buzz in Our Community



Spirited and Spirit-Free

Bethlehem Police Commissioner Stuart Bedics (left) serves a sampling of Angel's Kiss to practice and program development director Marybeth Maly during the Lehigh Valley Regional DUI/Highway Safety Task Force's annual spirit-free holiday mix-off. Our health network hosted the event, which offers alcohol-free drinks and alerts the community about the dangers of drinking and driving. Service Electric TV-2 News, Blue Ridge TV-13 News, 69 News and *The East Penn Press* covered the event.

Read and view our news online. Go to lvhn.org/news for the latest media coverage!

Other headline-makers:

- A Christmas *Morning Call* story spotlighting our Pink Ribbon Fund and colleagues **Nadesda Mack, R.N.**, and **Heiwon Chung, M.D.**, generated an increase in donations. The fund helps breast cancer patients who need treatment but can't afford basic necessities.
- *The Pocono Record* featured neurointerventional radiologist **Darryn Shaff, M.D.**, whose care helped save a Saylorsburg woman suffering a brain aneurysm.
- Santa (pediatrician **Scott Brenner, M.D.**) visited the pediatrics department and gave gifts to children who wouldn't be home in time for Christmas. 69 News covered the event.
- The *Express Times* and *The Morning Call* announced the first public **H1N1 vaccination clinic**, a joint venture among our health network and state and regional health agencies. Parkland High School hosted the clinic.
- President and chief executive officer **Elliot Sussman, M.D.**, offered his remembrances of Ardath Rodale in *The Morning Call*.

—Matthew Burns

Heart Care

You can save lives by being an advocate. How? Tell people we have Pennsylvania's highest heart attack survival rate. Government data shows patients are more likely to survive a heart attack here because of our experience, technology and MI Alert for Heart Attacks program, which consistently opens blocked arteries within the 90-minute "gold standard." Spread the word and save a life.

Emergency Care

Lehigh Valley Hospital–Cedar Crest's emergency room (ER) is the only one in the region with a code red room, an ever-ready operating room (OR) equipped to treat trauma patients who need emergency surgery. The "OR in the ER" is one more feature about our Level 1 Trauma Center you can tell people about.

Children's Care

If you have friends or family members in Carbon County who are expecting a baby, tell them they have access to the area's highest level of maternity care through our new partnership with Dr. Makhija, M.D., and Associates OB/GYN in Lehigh. Kailash Makhija, M.D., has cared for expecting moms for more than 30 years. He welcomes to the practice Suzanne Basha, M.D., the only female ob/gyn in the Lehigh area.

PRIDE in Our People



1. Bountiful bears—Our youngest patients received a cuddly gift this holiday season. Dun & Bradstreet (D&B) employees donated the 250 Teddy Bears they created during a “Build-a-Bear” team exercise to our health network. (Standing, l-r) Child life specialist Vanessa Gramm-Mackey and director of annual giving Christina Schoemaker graciously accepted the gift from D&B representative Dave Llazo (seated). The furry friends were distributed throughout our health network and given to patients in our pediatric units, pediatric clinic and Pediatric Specialty Center.

2. Greening the way—The U.S. Environmental Protection Agency (EPA) says we’re a role model for other hospitals because we’re creating a “green” health network. As a result, we received the EPA’s Trailblazer Award that recognizes hospitals showing leadership in reducing their carbon footprint. President and chief executive officer Elliot Sussman, M.D., received the award from Virginia Thompson,

sustainable healthcare manager for EPA’s mid-Atlantic region. The EPA commended our extensive recycling program, LEED-certified buildings, power management and conservation programs, sustainable food practices, wellness programs, and other environmentally friendly initiatives.

3. Heart care honors—How did colleagues in the open-heart and transitional open-heart units decrease sternal wound infections by 66 percent? Using evidence-based medicine, they strictly monitored and controlled patients’ blood sugar levels which, when elevated, increase the infection risk. In recognition of the achievement, colleagues received the 2009 Hospital and Healthsystem Association of Pennsylvania (HAP) Patient Care Achievement Award.

Read more PRIDE in Our People at lvhn.org/checkup.

The Joint Commission 2010 Curriculum Bundle

The Joint Commission 2010 mandatory eLearning bundle will be released in early February and must be completed by March 31. This bundle includes courses designed to align with The Joint Commission’s 2010 regulations. Based upon job responsibilities, users have been assigned clinical, nonclinical or home care versions of the bundle.

To access it, click on the eLearning icon on your SSO toolbar. To view your assignment, click the required training link on the eLearning Home Page. This release is the first of three mandatory eLearning bundles that will be available in 2010. Stay tuned for release of the OSHA and Corporate Compliance bundles.

The Latest on Medical Records Access

Lehigh Valley Health Network recently updated its policy regarding accessing personal or immediate family protected health information (PHI).

- All individuals who presently have access to clinical systems (IDX, Last-word, electronic medical records) may access their own medical records. However that information may not be printed or transferred.
- Individuals who already have access to clinical systems may access an immediate family member’s records only if written consent is on file documenting the patient’s consent. This information may not be printed or transferred.
- Do not access information for other employees.

Individuals who violate these policies are subject to strict disciplinary actions.

To obtain and file a consent form, visit the intranet (lvh.com), then click on departments, clinical, HIM (medical records).

Schedule

For more details on classes (including times, locations and costs), call 610-402-CARE or visit lvhn.org/checkup.

Culture of Wellness

Starting Feb. 1, 2 and 3 –

Zumba

Feb. 2 – Fit to Be a Mom

Feb. 3 – Strength Class

Feb. 9 – Car Seat Check

Starting Feb. 10 –

Relaxing Yoga

Feb. 10 – After Delivery

Parent Gathering *NEW*

Starting Feb. 10 and 11 –

Everyday Tai Chi

Feb. 13 – PUMP

Feb. 15 – Keep Fit and

Stay Healthy Body Composition Screening

Feb. 16 – Corrective and

Protective Skin Care

Starting Feb. 18 and 25 –

Interval Express

Starting Feb. 25 –

Body Wedge 21™

Feb. 23 – Siblings Without

Rivalry

Feb. 25 – Car Seat Check

Starting Feb. 25 –

Energizing Yoga

Benefits

Refer a Physician, Earn \$500

Special Events

Feb. 16 – Non-Surgical Options

For Skin Restoration

Feb. 16, 17 and 18 – VALIC

Retirement Strategies for Life

March 27 – Storybook Breakfast

presented by the Literacy Center

May 15 – Lord of the Dance in

Philadelphia; contact Rosanne Bunduka

Employee Discounts

The Allentown Comfort Suites is offering a discounted rate of \$55 to employees during inclement weather.

Free Health Screenings for You

The Keep Fit and Stay Healthy program offers free health screenings for you, your friends and neighbors. Held quarterly at the Healthy You Fitness Centers or the Human Performance Center, screenings include blood sugar, cholesterol and body composition. You also can learn about health support services offered to Choice Plus members through Valley Preferred health services. See schedule above for February dates and topics.

Attend a "Welcoming You to Well U." Fair

Learn about healthy eating, stress management and other ways to be healthier at work and home through Well U. Get information about Choice Plus and your \$700 Culture of Wellness benefit. Plus, register to win a healthy gift basket for your department.

2166 S. 12th St., first floor conference room

Tue., March 9, 9 a.m.-1 p.m.

Lehigh Valley Hospital-17th Street, auditorium

Wed., March 10, 11 a.m.-1 p.m.

Thu., March 11, 2:30-4:30 p.m.

Lehigh Valley Hospital-Cedar Crest, cafeteria

Tue., March 16, 7-9 a.m.

Wed., March 17, 11 a.m.-1 p.m.

Thu., March 18, 2:30-4:30 p.m.

Lehigh Valley Hospital-Muhlenberg, cafeteria lobby

Tue., March 23, 11 a.m.-1 p.m.

Wed., March 24, 2:30-4:30 p.m.

1249 S. Cedar Crest Blvd., lobby

Thu., March 25, 11 a.m.-1 p.m.

Service Star of the Month

Maureen Peters, R.N.,

Lehigh Valley Hospital-Cedar Crest emergency department

A routine morning for emergency department (ED) colleague Maureen Peters, R.N., quickly became anything but routine. As she walked from her car, she noticed a group of people in Lehigh Valley Hospital-Cedar Crest's parking deck. They huddled around a man lying on the ground. Peters immediately noticed the man wasn't moving. When she walked closer, she realized he wasn't breathing and didn't have a pulse.

In a flash, Peters began CPR. She called the ED for backup, asked one of the bystanders to call 9-1-1 and asked another to run to the hospital's front desk and alert security. Thanks to Peters' fast actions, the man's heart started beating again by the time he reached the ED.

"After saving this man's life, Maureen reported to her shift and worked 12 hours as if nothing happened," says her nominator, patient care coordinator Regina Natale, R.N. "She is truly a role model."

—Matthew Burns

Congratulations to Award Nominees

Hai-Yen Nguyen, M.D., ob/gyn resident

Susan LaVala, R.N., neonatal intensive care unit

Tracey Lightner, R.N., Lehigh Valley Hospital-Muhlenberg intensive care unit

Things to remember when nominating a Service Star:

- Choose a colleague or a team of colleagues.
- Tell a story. Specifically explain how the colleague or team did something extra special.
- You don't have to provide direct patient care to be a Service Star. All colleagues and teams can be nominated.

To nominate a star, go to the intranet at lvh.com. Go to the "Find Fast" box and click on **Service Star Nomination**.



HAPPY ANNIVERSARY

February 2010

45 Years

Mary Bowers
HealthWorks

40 Years

Linda Hinkle
Patient Transport
Services

Arlene Kalkowsky
Vascular Lab

35 Years

Kenneth Miller
Respiratory Care
Services

Susan Niemkiewicz
TNICU

30 Years

Michelle Adams
Labor and Delivery

Judith Berrier
5K Medical-Surgical

Jet Bortz
Ambulatory Surgical
Unit

Cheryl Hoffner
Courier Services

Carolann Kindt
5C Medical-Surgical

Evelyn Ochar
Lehigh Valley
Anesthesia Services

25 Years

Daunissa Hechler
Nursing Float Pool

Sue Hein
Center for Women's
Medicine

Laurie Kilian
LVPG Training

Linda Lichty
Mother-Baby Unit

Donna Miller
Medical Records

Lisa Seibert
Pharmacy

20 Years

Tod Cook
Clinical Engineering

Barbara Eisenhauer
Center for Women's
Medicine

Marguerite Fuerst
Endoscopy/G.I. Lab

Regina Hesch
Employee Health
Services

Joan Hobel-Moyer
Pharmacy

Anita Iasiello
Diagnostic Radiology

Cheryl Kraemer
Information Services

15 Years

Judith Brooks
Medical Practice
Center

Nancy Crane-Roberts
College Health Services

Joan Donatelli
LVPG Billing

Michael Guelzow
Emergency Services

Nestor Medina
Infectious Disease

Danette Missmer
Rehab Services

Staci Palmer
Cardiac Cath Lab

Wendy Wittman
Hematology Oncology
Associates

10 Years

Michelle Antrim
Operating Room

Diane Brown
Case Management

Cheri Confalone
Behavioral Health

Patricia deAngelis
Trexlerstown Medical
Center

Jeffrey Guignet
Transitional Trauma
Unit

Anne Helwig
ABC Family
Pediatricians

Ivette Jones
Ambulatory Surgical
Unit

Rachelle Keiffer
402-CARE

Tina Kern
Children's Clinic

Kim Kiefer
Regional Heart Center

Christina Lewis
Medical Management

Karin Lightner
Perinatal Unit

Shelly Marks
Emergency Services

Kristy Mazzitelli
Patient Accounting

Alberto Mendiolina
4CP Medical-Surgical

Sarah Ongiri
4T Medical-Surgical

Joanne Price
Radiology
Administration

Julie Riegel
Tele-Intensivist

Zoraida Rodriguez
Medical Records

Bibi Shaikh
Patient Accounting

Jane Stephen
Transitional Skilled Unit

Donna Streeter
ICU

5 Years

Cathryn Amman
Cardiac Cath Lab

Tabitha Bennick
Hematology Oncology
Associates

Betty Bohorquez
Latino Health Initiative

Zueann Caraballo
Lehigh Valley Physician
Practice

Ruth Cortes
Sterile Processing

Misty Davis
Pharmacy

Louise DeFranco
Case Management

John DeHoff
Medical Practice
Center

Patti Fick
7T Medical-Surgical

Gregory Floyd
LVPG

Cheryl Fox
Information Services

Elisa Fragano
Spectrum
Administrators

Barbara Giberson
7T Medical-Surgical

Heidi Guevara
Transitional Skilled Unit

Scott Hamilton
TNICU

John Hess
Security

Megan Ingram
Labor and Delivery

Beth Kessler
6T Medical-Surgical

Lawrence Koch
Burn Center

Keith Kramer
Heart Station

Kelly Lawton
4K Medical-Surgical

Nicole Longtin
Patient Accounting

Rebecca Lovell
OB/GYN Associates of
the Lehigh Valley

Paul Mattern
Spectrum Pharmacy

Debra Miller
6C Medical-Surgical

Patricia Muller
Burn Center

Shannon Muth
Operating Room

Eugenia Pearson
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Lung Surgeons

Gonzalo Pimentel
Hospitalist

Miriam Ramos Martinez
7T Medical-Surgical

Maxine Rasul-Martin
4K Medical-Surgical

Lauren Reiss
Physical Therapy

Amy Sales
Pediatric
Gastroenterology

Patricia Simms
Pharmacy

Joan Smith
LVPG Materials
Management

Jessica Squillante
Lehigh Valley Heart
Specialists

Charisse Stevenson
Surgical Oncology

Jennifer Trubilla
Hemodialysis Center

Glaris Van Gelder
Information Services

Alan Villalobos
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William Vostinak
HealthWorks

Jennifer Wallace
Rehab Services

Tammy Winterhalt
Credentialing Services

Lisa Zamora
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